Building or modernizing your **Global Capability Centers** with **AI** at the core

Whether launching your first center or transforming existing operations – unlock the power of AI-driven global capability centers

The Modernization Engineering Company

SONATA
SONATA SOFTWARE

Organizations today must innovate faster, modernize legacy systems, and scale globally — all while staying agile and efficient. Yet many traditional Global Capability Centers (GCCs) are often underutilized, silo-ed or designed around outdated models that view them as back-office extensions rather than engines of transformation. 80% of new GCCs prioritize AI and ML adoption as core capabilities, signaling a dramatic shift in how forward-thinking enterprises are approaching global delivery models.

Whether you are building your first GCC or modernizing the existing one, the imperative is clear: AI MUST BE at the core of your strategy.

The market reality

It is no secret that the global GCC market is experiencing rapid growth – projected to reach **$300 billion by 2032**, with over 8,500 centers currently in operation worldwide. Notably, around 1,000 centers have been launched in just the past three years.

Organizations that do not modernize their GCC approach risk being left behind.

Sonata's AI-led GCC solution

At Sonata, we offer a modern, AI-led approach to building and transforming GCCs. Our modular solution is designed to meet you where you are and grow with your ambition.

Two journeys. One solution.

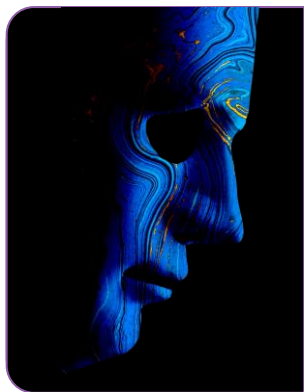| Building a first GCC	Modernizing an existing GCC
Establish fully owned offshore/nearshore centers with AI-first architecture	Transform existing centers beyond traditional staff augmentation
Start with core functions: product development, data analytics, finance, CX	Embed AI-led capabilities without disrupting current operations
No legacy constraints, built for the AI era	Low-risk, milestone-driven transformation approach

Core enablers of Sonata's GCC solution

AgentBridge

Our proprietary multi-agent orchestration platform allows organizations to centrally design, deploy, and govern intelligent AI agents across business workflows.

In a GCC context, AgentBridge acts as the digital brain, enabling your center to rapidly implement AI solutions in areas like product development, data analytics, finance, customer experience, and cybersecurity.

Harmoni.AI

Built with a "Responsible by Design" philosophy, Harmoni.AI, our responsible-first AI platform, ensures that AI adoption is ethical, secure and aligned with regulatory standards.

By integrating Harmoni.AI into your GCC, you unlock the potential of AI-driven innovation, ensuring your global centers are not just operational hubs but strategic assets driving business growth.

Why choose Sonata?

End-to-end GCC services

From strategic advisory to AI-led transformation and fully managed operations – tailored for every stage of your GCC journey.

30+ years of engineering leadership

Deep expertise in cloud, platform and data modernization – backed by domain-driven delivery across banking, healthcare, retail, technology and more.

30+ years of Microsoft partnership advantage

Launch partner for Microsoft Fabric, with deep Azure and Copilot integration experience.
Member of Microsoft's Dynamics Inner Circle – 4 years running.

Let's build or re-tool your GCC the smart way

Schedule a strategic consultation to help:

New builders: Design your AI-first GCC architecture and implementation roadmap.

Modernizers: Assess current state and create your transformation strategy.

Contact our GCC specialist today:

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